

**Element Performance Inspection (EPI) Data Collection Tool**  
**5.1.1 Line Stations (AW)**

**ELEMENT SUMMARY INFORMATION**

**Purpose of This Element** (Certificate Holder's responsibility):

- To ensure that competent personnel, adequate facilities and equipment are provided for the proper servicing, maintenance, preventive maintenance, and alterations of aircraft and auxiliary equipment.

**Objective** (FAA oversight responsibility):

- To determine if there were any changes in the personnel identified by the Certificate Holder as having responsibility and/or authority for the Line Stations process.
- To determine if the Certificate Holder follows its procedures, controls, process measurements, and interfaces for the Line Stations process.

**Specific Instructions:**

- To accomplish a Line Station inspection, the inspector must review the Certificate Holder's policies and procedures. The inspector shall determine if the station can support the Certificate Holder's maintenance operation at the inspection location.

**Related EPI(s):**

- 1.1.1 Aircraft Airworthiness (AW)
- 1.1.2 Appropriate Operational Equipment (AW)
- 1.3.1 Maintenance Program (AW)
- 1.3.10 Parts / Material Control / SUP (AW)
- 1.3.14 General Maintenance Manual / Equivalent (AW)
- 1.3.16 Fueling (AW)
- 1.3.18 De-Icing Program (AW)
- 1.3.2 Inspection Program (AW)
- 1.3.4 Required Inspection Items (RII) (AW)
- 1.3.6 AD Management (AW)
- 1.3.8 Control of Calibrated Tools and Test Equipment (AW)
- 2.1.1 Manual Currency (AW)
- 2.1.1 Manual Currency (OP)
- 2.1.2 Content Consistency Across Manuals (AW)
- 2.1.2 Content Consistency Across Manuals (OP)
- 4.1.1 RII Personnel (AW)
- 4.1.2 Maintenance Certificate Requirements (AW)
- 4.2.1 Maintenance Training Program (AW)
- 4.2.6 Training of Station Personnel (OP)

**SUPPLEMENTAL INFORMATION****Specific Regulatory Requirement(s) (SRRs):**

- SRRs:
  - 121.105
  - 121.123
  - 121.135(a)(1)
  - 121.135(b)(1)
  - 121.135(b)(2)
  - 121.135(b)(3)
  - 121.367(b)
  - 121.93(a)(1)
  - 121.93(a)(2)

**Related CFR(s) & FAA Policy/Guidance:**

- Related CFRs:
  - Intentionally left blank
- FAA Policy/Guidance:
  - Intentionally Left Blank

**EPI SECTION 1 – PERFORMANCE OBSERVABLES**

**Objective:** (FAA oversight responsibility): To determine if the Certificate Holder follows its procedures, controls, process measures and interfaces for the Line Stations.

**Tasks**

To meet this objective, the inspector must accomplish the following tasks:

- 1 Review the information listed in the Supplemental Information section of this data collection tool.
- 2 Review the policies, procedures, instructions and information for the Line Stations process contained in the Certificate Holder's manual.
- 3 Review the associated SAI for this element with emphasis on the controls, process measurements, and interface attribute sections.
- 4 Observe the Line Stations process to gain an understanding of the procedures, instructions, and information contained in the Certificate Holder's manual.
- 5 Discuss the Line Stations process with the personnel (other than management) that perform the duties and responsibilities required by the process.

**Questions**

To meet this objective, the inspector must answer the following questions:

1. Were the following Performance Measures met:

- |  |   |
|--|---|
| <p>1.1 Was the Certificate Holder able to show that the facilities and services required by 14 CFR Section 121.105 were available and adequate for the proposed operation when seeking route approval for domestic or flag operations?</p> <p><i>Related Performance JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check at the air carriers specified locations that facilities and services required by §121.105 are available and adequate for the proposed operation.</li> </ol> <p><i>Sources:</i> 121.135(a)(1); 121.93</p>   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain<br><input type="checkbox"/> Not Applicable |
| <p>1.2 Was maintenance performed in accordance with the Certificate Holder's manual?</p>   | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain  |
| <p>1.3 Were competent personnel available at such points along its route as necessary for the proper servicing, maintenance, and preventive maintenance of airplanes and auxiliary equipment used in domestic or flag operations?</p> <p><i>Related Performance JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check at the air carriers specified location that competent personnel are available for the proper servicing of airplanes in accordance with the Certificate Holder's manual.</li> <li><i>Sources:</i> 121.105; 121.135(a)(1)</li> <li>2. Check at the air carriers specified location that competent personnel are available for the proper servicing of auxiliary (ground support) equipment in accordance with the Certificate Holder's manual.</li> <li><i>Sources:</i> 121.105; 121.135(a)(1)</li> <li>3. Check at the air carriers specified location that competent personnel are available for the proper maintenance of airplanes in accordance with the Certificate Holder's</li> </ol> | <input type="checkbox"/> Yes<br><input type="checkbox"/> No, Explain<br><input type="checkbox"/> Not Applicable |

<p>manual. Sources: 121.105; 121.135(a)(1)</p> <p>4. Check at the air carriers specified location that competent personnel are available for the proper maintenance of auxiliary (ground support) equipment in accordance with the Certificate Holder's manual. Sources: 121.105; 121.135(a)(1)</p> <p>5. Check at the air carriers specified location that competent personnel are available for the proper preventive maintenance of airplanes in accordance with the Certificate Holder's manual. Sources: 121.105; 121.135(a)(1)</p> <p>6. Check at the air carriers specified location that competent personnel are available for the proper preventive maintenance of auxiliary (ground support) equipment in accordance with the Certificate Holder's manual. Sources: 121.105; 121.135(a)(1)</p>	
<p>1.4 Were adequate facilities available at such points along its route as necessary for the proper servicing, maintenance, and preventive maintenance of airplanes and auxiliary equipment used in domestic or flag operations?</p> <p><i>Related Performance JTI's:</i></p> <p>1. Check at the air carriers specified location that adequate facilities are available for the proper maintenance of airplanes in accordance with the Certificate Holder's manual. Sources: 121.105; 121.135(a)(1)</p> <p>2. Check at the air carriers specified location that adequate facilities are available for the proper maintenance of auxiliary (ground support) equipment in accordance with the Certificate Holder's manual. Sources: 121.105; 121.135(a)(1)</p> <p>3. Check at the air carriers specified location that adequate facilities are available for the proper preventive maintenance of airplanes in accordance with the Certificate Holder's manual. Sources: 121.135(a)(1); 121.105</p> <p>4. Check at the air carriers specified location that adequate facilities are available for the proper preventive maintenance of auxiliary (ground support) equipment in accordance with the Certificate Holder's manual. Sources: 121.105; 121.135(a)(1)</p> <p>5. Check at the air carriers specified location that adequate facilities are available for the proper servicing of airplanes in accordance with the Certificate Holder's manual. Sources: 121.105; 121.135(a)(1)</p> <p>6. Check at the air carriers specified location that adequate facilities are available for the proper servicing of auxiliary (ground support) equipment in accordance with the Certificate Holder's manual. Sources: 121.105; 121.135(a)(1)</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p> <p><input type="checkbox"/> Not Applicable</p>

<p>1.5 Was adequate equipment (including spare parts, supplies, and materials) available at such points along its route as necessary for the proper servicing, maintenance, and preventive maintenance of airplanes and auxiliary equipment used in domestic or flag operations?</p> <p><i>Related Performance JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check at the air carriers specified location that equipment (including spare parts, supplies, and materials) is available for the proper servicing of airplanes in accordance with the Certificate Holder's manual. <i>Sources:</i> 121.105; 121.135(a)(1)</li> <li>2. Check at the air carriers specified location that equipment (including spare parts, supplies, and materials) is available for the proper servicing of auxiliary (ground support) equipment in accordance with the Certificate Holder's manual. <i>Sources:</i> 121.105; 121.135(a)(1)</li> <li>3. Check at the air carriers specified location that equipment (including spare parts, supplies, and materials) is available for the proper maintenance of airplanes in accordance with the Certificate Holder's manual. <i>Sources:</i> 121.105; 121.135(a)(1)</li> <li>4. Check at the air carriers specified location that equipment (including spare parts, supplies, and materials) is available for the proper maintenance of auxiliary (ground support) equipment in accordance with the Certificate Holder's manual. <i>Sources:</i> 121.105; 121.135(a)(1)</li> <li>5. Check at the air carriers specified location that equipment (including spare parts, supplies, and materials) is available for the proper preventive maintenance of airplanes in accordance with the Certificate Holder's manual. <i>Sources:</i> 121.105; 121.135(a)(1)</li> <li>6. Check at the air carriers specified location that equipment (including spare parts, supplies, and materials) is available for the proper preventive maintenance of auxiliary (ground support) equipment in accordance with the Certificate Holder's manual. <i>Sources:</i> 121.105; 121.135(a)(1)</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>1.6 Were competent personnel available for proper servicing, maintenance, and preventive maintenance of aircraft and auxiliary equipment used in Supplemental operations?</p> <p><i>Related Performance JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check at the Supplemental Certificate Holder's specified location that competent personnel are available for the proper servicing of airplanes. <i>Sources:</i> 121.123; 121.135(a)(1)</li> <li>2. Check at the Supplemental Certificate Holder's specified location that competent personnel are available for the</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

<p>proper servicing of auxiliary (ground support) equipment.  <i>Sources:</i> 121.123; 121.135(a)(1)</p> <p>3. Check at the Supplemental Certificate Holder's specified location that competent personnel are available for the proper maintenance of airplanes.  <i>Sources:</i> 121.123; 121.135(a)(1)</p> <p>4. Check at the Supplemental Certificate Holder's specified location that competent personnel are available for the proper maintenance of auxiliary (ground support) equipment  <i>Sources:</i> 121.123; 121.135(a)(1)</p> <p>5. Check at the Supplemental Certificate Holder's specified location that competent personnel are available for the proper preventive maintenance of airplanes  <i>Sources:</i> 121.123; 121.135(a)(1)</p> <p>6. Check at the Supplemental Certificate Holder's specified location that competent personnel are available for the proper preventive maintenance of auxiliary (ground support) equipment.  <i>Sources:</i> 121.123; 121.135(a)(1)</p>	
<p>1.7 Were adequate facilities available for proper servicing, maintenance, and preventive maintenance of aircraft and auxiliary equipment used in Supplemental operations?</p> <p><i>Related Performance JTI's:</i></p> <p>1. Check at the Supplemental Certificate Holder's specified location that adequate facilities are available for the proper servicing of airplanes.  <i>Sources:</i> 121.123; 121.135(a)(1)</p> <p>2. Check at the Supplemental Certificate Holder's specified location that adequate facilities are available for the proper servicing of auxiliary (ground support) equipment.  <i>Sources:</i> 121.123; 121.135(a)(1)</p> <p>3. Check at the Supplemental Certificate Holder's specified location that adequate facilities are available for the proper maintenance of airplanes  <i>Sources:</i> 121.123; 121.135(a)(1)</p> <p>4. Check at the Supplemental Certificate Holder's specified location that adequate facilities are available for the proper maintenance of auxiliary (ground support) equipment.  <i>Sources:</i> 121.123; 121.135(a)(1)</p> <p>5. Check at the Supplemental Certificate Holder's specified location that adequate facilities are available for the proper preventive maintenance of airplanes  <i>Sources:</i> 121.123; 121.135(a)(1)</p> <p>6. Check at the Supplemental Certificate Holder's specified location that adequate facilities are available for the proper preventive maintenance of auxiliary (ground support) equipment  <i>Sources:</i> 121.123; 121.135(a)(1)</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, Explain</p> <p><input type="checkbox"/> Not Applicable</p>

<p>1.8 Was adequate equipment (including spare parts, supplies, and materials) available for proper servicing, maintenance, and preventive maintenance of aircraft and auxiliary equipment used in Supplemental operations?</p> <p><i>Related Performance JTI's:</i></p> <ol style="list-style-type: none"> <li>1. Check at the Supplemental Certificate Holder's specified location that adequate equipment (including spare parts, supplies, and materials) is available for the proper servicing of airplanes. <i>Sources:</i> 121.123; 121.135(a)(1)</li> <li>2. Check at the Supplemental Certificate Holder's specified location that adequate equipment (including spare parts, supplies, and materials) is available for the proper servicing of auxiliary (ground support) equipment. <i>Sources:</i> 121.123; 121.135(a)(1)</li> <li>3. Check at the Supplemental Certificate Holder's specified location that adequate equipment (including spare parts, supplies, and materials) is available for the proper maintenance of airplanes. <i>Sources:</i> 121.123; 121.135(a)(1)</li> <li>4. Check at the Supplemental Certificate Holder's specified location that adequate equipment (including spare parts, supplies, and materials) is available for the proper maintenance of auxiliary (ground support) equipment. <i>Sources:</i> 121.123; 121.135(a)(1)</li> <li>5. Check at the Supplemental Certificate Holder's specified location that adequate equipment (including spare parts, supplies, and materials) is available for the proper preventive maintenance of airplanes. <i>Sources:</i> 121.123; 121.135(a)(1)</li> <li>6. Check at the Supplemental Certificate Holder's specified location that adequate equipment (including spare parts, supplies, and materials) is available for the proper preventive maintenance of auxiliary (ground support) equipment. <i>Sources:</i> 121.123; 121.135(a)(1)</li> </ol>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
<p>2. Were the Certificate Holder's policies, procedures, instructions and information, contained in its manual, for the Line Stations process followed?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>3. Were the Line Stations process controls followed?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>4. Did the records for the Line Stations process comply with the instructions provided in the Certificate Holder's manual?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>5. Were the process measurements for the Line Stations process effective in identifying problems or potential problems and providing corrective action for them?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain
<p>6. Did personnel properly handle the associated interfaces by complying with other written policies, procedures, instructions and</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

information that are related to this element?	
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<b>EPI SECTION 1 – PERFORMANCE OBSERVABLES</b> <b>–Drop Down Menu</b>	
1. Personnel.	
2. Tools and Equipment.	
3. Technical Data.	
4. Procedures, policies or instructions or information.	
5. Materials.	
6. Facilities.	
7. Controls.	
8. Process Measures.	
9. Interfaces.	
10. Desired Outcome.	
11. Other.	

**EPI SECTION 2 – MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES**

**Objective:** To determine if the person identified by the Certificate Holder having responsibility and/or authority for the Line Stations is qualified, knowledgeable, and recognizes that responsibility and/or authority. (The person with the authority may or may not be the person with the responsibility.)

**Tasks**

To meet this objective, the inspector must accomplish the following tasks:

1 Identify the person who has overall responsibility for the Line Stations process.

2 Identify the person who has overall authority for the Line Stations process.

NOTE: If no personnel or major program changes (as defined by the Principal Inspector) affecting the responsibility or authority attributes for this element have occurred since the last SAI and/or EPI was accomplished, then do not perform tasks 3 – 6. Answer questions 2.1 & 2.2, and provide the name/title.

3 Review the duties and responsibilities for the person(s) who manage the Line Stations process documented in the Certificate Holder's manual.

4 Review the appropriate organizational chart.

5 Discuss the Line Stations process with the management personnel identified in Tasks 1 and 2.

6 Evaluate the qualifications and work experience of the management personnel identified in Tasks 1 and 2.

**Questions**

To meet this objective, the inspector must answer the following questions:

2. Are the following aspects of the Management Responsibility and Authority Attributes addressed for the Line Stations process:

2.1 Is there a clearly identified person who is responsible for the quality of the Line Stations process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input type="text"/>
2.2 Is there a clearly identified person who has authority to establish and modify the Certificate Holder's policies, procedures, instructions and information for the Line Stations process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: <input type="text"/>
2.3 Does the responsible person know that he/she has responsibility for the Line Stations process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.4 Does the person with authority know that he/she has authority for the Line Stations process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.5 Does the person with responsibility for the Line Stations process meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.6 Does the person with authority to establish and modify the Line Stations process meet the qualification standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain

	<input type="checkbox"/> Not Applicable
2.7 Does the person with responsibility understand the controls, process measurements, and interfaces associated with the Line Stations process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.8 Does the person with authority understand the controls, process measurements, and interfaces associated with the Line Stations process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.9 Does the responsible person know who has authority to establish and modify the Line Stations process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable
2.10 Does the individual with authority know who has the responsibility for the Line Stations process?	<input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> Not Applicable

<b>EPI SECTION 2 – MANAGEMENT RESPONSIBILITY &amp; AUTHORITY OBSERVABLES –Drop Down Menu</b>	
1. Assignment of responsibility.	
2. Assignment of authority.	
3. Does not understand procedures, policies or instructions and information.	
4. Does not understand controls.	
5. Does not understand process measurements.	
6. Does not understand interfaces.	
7. Span of control.	
8. Position vacant.	
9. Other.	